

DEPARTMENT OF NATURAL RESOURCES
POSITION DESCRIPTION

Working Title: Recreation Management Section Chief
Classification Title: Natural Resources Program Manager
Work Location: Central Office - Madison

PURPOSE OF THE POSITION:

The Recreation Management Section Chief leads and supervises the Bureau's Recreation Management Section. This role leads in the development and dissemination of policies, procedures, and standards for the public's use of departmental lands for recreational purposes (mostly found in park and recreational areas). This includes creating recreational use policies, standards for property maintenance, operation, and development which will be implemented by the bureau's park and recreation field staff. The role will also oversee the capital development program for public use areas. For properties that are housed administratively in the Bureau of Parks and Recreation (parks, southern forests, most recreation areas and linear trails), this position will also lead property operation standards, policies, and procedures. The role collaborates with a variety of internal staff and external professionals and stakeholder groups including government, recreational users and businesses to ensure successfully recreation management. Participates in various teams such as the Park Management Team and leads the Bureau of Parks and Recreation's Operations Team.

GEOGRAPHIC SCOPE AND TRAVEL REQUIRMENTS:

The working location is in the Departmental Natural Resources' Central Office, Madison, WI, within the Bureau of Parks and Recreation Management, Fish, Wildlife and Parks Division. The geographic scope of work is statewide. The incumbent is required to travel frequently throughout the state for meetings.

SCOPE OF AUTHORITY:

This position reports to the Bureau Director of Parks and Recreation Management will supervise the section's staff with various employment status.

Goals and Activities:

- 45% A. Provide program and policy development of recreation management and property operations**
- A1. Lead in the development of standards, policies, and guidelines relating to the maintenance, use, and management of recreational use areas on all department managed lands and identify law changes, if needed, to effectively implement a statewide program. Lead updates, as necessary. Will disseminate these information for implementation for field staff.
 - A2. Direct the development and initiation of policies, guidelines, standards, work plans and procedures related to all aspects of operations for Wisconsin State Park System (WSPS) properties.
 - A3. Oversee compliance with the varied laws, rules, regulations, handbooks, guidance, and policy governing the bureau's property management work (on WSPS properties, and the recreational use areas managed by the bureau). This includes but is not limited to DNR manual codes, DNR safety rules and policies, DNR Recreation Operations Handbook, DNR Property Manager's Guidebook, Department of Health and Family Services, and Occupational Safety and Health Administration (OSHA) regulations, United States Fish and Wildlife Service, Sport First Restoration Program (USFWS SFR) grant requirements, Forest Certification standards, and the property master plan.

- A4. Works with the other land holding bureaus, lead the development of MOUs, management agreements, and all other forms of documentation regarding the bureau's execution of its responsibilities for public use area management for those properties that are not part of the WSPS to clearly demarcate and formalize, scope, expectations and decision making authority.
- A5. Act as the team lead for the Bureau's Operations Team. Lead the team in reviewing and communicating guidelines and policies that lead to a safer, cleaner and more functional system that operates efficiently as possible.
- A6. Develop and administer a cost effective, standard signing program (for WSPS administered properties and recreation use areas) that enhances visitor satisfaction and safety, protects the resource, and promotes a consistent image. Assure consistency with department guidelines. Institutionalize the standards by incorporation into the Sign Handbook, as needed.
- A7. Direct the preparation of reports and statistics on operations and oversee the organization and distribution of information to staff related to recreation management operations to improve efficiency, and foster consistency.
- A8. Direct the review and creation of Manual Codes and Handbook chapters and updates to the Property Managers Guidance related to recreation management policies and procedures. Recommend changes to NR 45 that are needed for improved operations of WSPS properties, and other recreational use areas and participate in the rule revision process as assigned.
- A9. Direct the creation of curriculum and instruct, or obtain instructors, related to recreational use management, for the Bureau of Parks and Recreation Management staff. Coordinate with the bureau's Safety, Training, and Customer Services Coordinator, and the Office of Business Services' Training Coordinator on the development of training for this and other topics such as employee safety, HR issues, as well as training related to operation of WSPS properties.
- A10. Direct program responsibilities regarding forest certification, resource protection, habitat protection, vegetative management, historical/cultural resource management, pesticide use, and adherence to the property's master plan.
- A11. Work with a wide variety of internal staff including natural resource professionals, permitting staff, landscape architects, engineers, land agents, communication professionals, as well as agency administrators to ensure smooth creation and/or implementation of programs and policies.
- A12. Work through internal staff and external public participation process to ensure successful policy and program implementation as needed.

20% B. Administer the park and recreation asset management programs and systems

- B1. Develop and administer a comprehensive asset management system for supply inventory, facilities, and capital equipment to the extent that this has not been accomplished through a broader agency effort.
- B1. Evaluate the capital equipment and non-capital equipment needs. Follow through with appropriate purchases.
- B2. Direct the procurement of goods and services to effectively develop, maintain, and operate bureau operations.
- B3. Review property budgets and recommend budget allocations for each budget unit in order to meet operational standards.
- B4. Coordinate the Bureau fleet program.
- B5. Supervise the development of fleet standards that promote lower cost of operations for the operations.

- B6. Direct the creation and maintenance of systems that inventory program assets or direct the program's participation in division or agency asset management system.

15% C. Direct and manage the capital development program for the Bureau of Parks and Recreation

- C1. Direct the planning and creation of standards for recreation facilities. (Note: "facilities" is defined broadly in this context and includes everything from buildings to signage, to infrastructure, picnic areas, etc.)
- C2. Provide leadership and direction in the maintenance, rehabilitation, and improvement of program support and recreation facilities.
- C3. Direct the identification of capital development needs and priorities for the Bureau of Parks and Recreation Management.
- C4. Direct the evaluation of infrastructure and utility needs in order to maximize efficient operations within budgetary constraints.

15% D. Provide leadership, supervision and direction for the Recreation Management Team

- D1. Lead, supervise, assist, coach and mentor section staff, while administering personnel rules and work rules.
- D2. Recruit, interview, and recommend hires for the section while supporting the Department's Affirmative Action goals and diversity initiatives.
- D3. Establish employee work plans, and monitor the work performance and expected accomplishments of personnel.
- D4. Determine training needs, recommend appropriate training opportunities and approve training requests, and conduct training as appropriate.
- D5. Recommend or initiate appropriate action when performance or behavior is below acceptable standards or conflicts with policy, accepted procedure, work rules or law
- D6. Conduct performance reviews and develop performance objectives and measurements.
- D7. Approve time sheets, travel vouchers and leave requests.
- D8. Develop and administer the section budget.
- D9. Serve as a member of the Parks Management Team and Bureau's Operations Team.

5% E. Perform other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of applied public sector park and outdoor recreation management
2. Knowledge of building and grounds maintenance including accessibility, turf maintenance, preventative maintenance and inspection requirements, pesticide application, waste disposal and recycling programs, wastewater treatment and public water supply
3. Knowledge of natural resources management principles and practices as they impact parks and recreation
4. Knowledge of capital development processes and programs, including knowledge of engineering, architectural, design, soils, and space requirements
5. Skills in supervision or leadership (leading a team and supervising, team building, supervising, mentoring, coaching, establishing priorities and delegation, recruitment,

- staffing, hiring, mentoring, evaluating, training, and constructive criticism and discipline)
6. Skills in strategic/business planning principles (policy analysis, strategic program formulation with goal setting, and objectives, budgeting for strategic purposes, and execution through implementation, quality improvement principles and evaluation.)
 7. Skills in public participation principles and techniques and public relations (used to work with various local, state and federal agencies, universities, special interest groups, and general public on issues).
 8. Skills in interpersonal relationships & partnership/team building and working cooperatively
 9. Skills in communication skills both written and verbal including presentation/public speaking
 10. Skills in computer software including word processing, spreadsheet applications, internet, e-mail applications and document management and general office equipment.
 11. Skills in customer service techniques and principles
 12. Skills in time management, including multi- tasking and in work planning
 13. Skills writing and editing policies, procedures and standards
 14. Skills in applied business management skills within an operation that has size, scope, and complexity comparable to that of Wisconsin State Parks system
 15. Skills in decision making/ problem solving and negotiations (to anticipate future needs, challenges and identify potential options and constraints; critically evaluates information to promote the most effective position with).
 16. Ability to adequately interpret parks and recreation policies and programs including statutes, rules, handbooks, policies, processes development

SPECIAL REQUIREMENTS

This position must possess a valid Wisconsin driver's license or have the ability to travel to field offices and properties as needed. The position requires regular travel throughout the state to attend meetings and overnight conferences normally in the range of 1-5 days in duration.

PHYSICAL REQUIREMENTS & ENVIRONMENTAL FACTORS

Physical requirements include speaking in front of groups, sitting for long periods of time, finger dexterity, hearing, and seeing. Environmental requirements include working primarily indoors in an office setting. The majority of the physical work is in the light range with only minimum lifting of equipment and objects. Ability to use a computer, FAX machine, printing equipment, cell phone, telephone, mobile devices, calculator, copy machine, audio-visual equipment, and motor vehicles.

TELEWORK

Due to the nature of this position's duties, telework is not a feasible option.

Addendum - Department Competencies, and performance objectives:

Safety: Ensures a culture of safety within the work unit. Demonstrate responsibility for the safety and health of employees. Monitor effectiveness and ideas for improvement. Ensures that staff is provided safety information and training, and for insures that all operations are performed with the utmost regard for the safety and health.

Decision Making: Able to analyze situations fully and accurately to reach productive decisions. Consults appropriate parties when necessary and identifies the key concerns and/or issues that need to be addressed in order to make the best decision possible, at the correct level of the decision hierarchy. The desired outcomes for this competency include excellence and credibility in decision making.

Service Excellence: Makes customer service a top priority and constantly seeks to improve customer service. Is responsive to changes in what customers want and need. Delivers on promises made to customers and follows up appropriately. The desired outcome for this competency is a strong connection to our customers.

Effective Communication: Able to express ideas in a clear, concise and effective manner, whether speaking or in writing. Uses correct grammar and sentence structure in communications. Is a good listener, even when differing viewpoints are being expressed. Openly shares information and keeps all relevant parties updated. The desired outcome for this competency is strategic unity built on trust.

Interpersonal Relationships: Builds and maintains effective working relationships with others both internally and outside the organization; takes a positive and productive approach to resolving any conflicts which may arise. Exemplifies the commitment to the DNR's core value of respect; to work with people, to understand each other's views and to carry out the public will, maintain integrity, and treat everyone with fairness, compassion and dignity. The desired outcome of this competency is a shared mind set and pool of meaning.

Leadership: Fosters and encourages support from his/her team to accomplish objectives, follow procedures, and accepts suggestions; inspires confidence and respect; motivates people to achieve agency goals and objectives; promotes respect, honesty, integrity, and fairness to all. Enforces standards/rules fairly and consistently and leads with courage. The desired outcomes for this competency are accountability through ownership of the work, staff alignment with agency direction, and full engagement of all employees.